

## Georgia Department of Human Resources

### OFFICE OF HUMAN RESOURCE AND ORGANIZATION DEVELOPMENT

The purpose of the Office of Human Resource and Organization Development is to enhance the organizational performance of the Department of Human Resources.

The office provides a variety of on-going training programs, special request programs, conference planning, audio-visual services, web-based training, computer training, and organizational development services from assessment and diagnosis to specific interventions. The office also operates a training facility in Macon and in Atlanta at Two Peachtree Street

The Office of Human Resource and Organization Development service process is comprised of the following functions:

- **Client Services** – This is comprised of the director and three section managers. This group assesses requests for customized services and products. Based on the needs of the requesting organization and the capabilities of the Office of Human Resource and Organization Development, the service will either be provided internally, or other options will be presented. This group also markets the office services and products.
- **Assessment, Diagnosis and Evaluation** – The assessment and diagnosis component assists organizations in analyzing problems and makes recommendations for the appropriate intervention. This could include such things as training, team building, analysis of processes and structures, conducting surveys, facilitation, and numerous other interventions. The evaluation function looks at the intervention to determine if the desired outcome was achieved and what further things need to happen.
- **Design and Development** – This function is responsible for designing the intervention which often involves working closely with the other sections to insure that a systems approach is applied to the intervention. In the case of training, this section also field tests the course before turning it over to the Implementation group.
- **Implementation** – The implementation section is responsible for delivering the majority of our services and products. This includes delivery of training classes, conference planning and on-site assistance, audiovisual equipment, and maintaining and scheduling our facilities.

Information pertaining to course schedules, and reserving rooms at either Macon or Atlanta can be obtained through the Internet at [www.hrod.state.ga.us](http://www.hrod.state.ga.us). Questions about either facility can be addressed by calling 478-757-2525 (Macon) or 404-463-6011/6012 (Atlanta). For all other questions about the office, call 404-463-6247/6248.